

Moderator: Geoff Naunheim, **United Way of Hampshire County**

John Bidwell, **United Way of Hampshire County**:

- Agencies are beginning to look ahead to logistics of reopening.
- What are assumptions organizations have to plan for FY21?
 - Need to make assumptions about funding, clients, social distancing rules, etc. in order to plan for the future.
- Are there any commonalities in how organizations see the future?
- When do you think social distancing will be reduced?
- What are specific needs that people might have? Emerging needs for the next year?

Cheryl Dukes, **College of Nursing**:

- Sharing the news that graduation is Friday. Focus on providing sense of conclusion for students despite being unable to gather for traditional commencement.
- Implementing remote learning has been an adjustment and still seeking ways to maximize the benefits of this method. Don't know how long distance learning will be necessary.
- Currently a deficit at the school so there are talks with unions about furloughs, etc.
- Changes to UMass staffing levels can impact the community as a whole.

Renee Moss, **COSA Board**:

- Appreciation for the weekly meetings and learning what is happening in the community.
- Human service community has stepped up in this situation.

Mary McClintock, **Community Action Pioneer Valley**:

- Major update is that FCRN meetings will be weekly now.
 - Thursdays from 10am to noon, first hour intros/program updates/requests, second hour discussion/presentations.
 - To join, email Mary at MMcClintock@communityaction.us
 - Interesting discussions about planning ahead.
- FCRN will hold discussions on selected topics going forward:
 - Topic: domestic violence and child abuse during pandemic.
 - Topic: system level change post-pandemic.
 - These conversations will be held on specific dates.
- Agencies have concerns going forward about adjusting services to honor social distancing.

Shaundell Diaz, **Stavros**:

- Seeing an increase in questions about transitioning people out of nursing homes.
- How to return people to families with safety protocols and meet transition needs.
- How will longer term recovery needs be met?
- Sdiaz@stavros.org (413)256-0473 ext 244 www.stavros.org www.stavrosfi.org

Sam Hopper, **Office of Sen. Jo Comerford**:

- Governor's Reopening Advisory Board is taking comments.
 - Representatives from western Mass on the board are Mayor of Easthampton and head of Baystate Health.
- Senator's office continues to be resource to help connect people to agencies.
- samantha.hopper@masenate.gov 413-367-4656
- <https://senatorjocomerford.org/contact/>
- Twice weekly community conference calls with Senator Comerford through mid-May - updates and Q&A: <https://senatorjocomerford.org/events/>
- The Governor's Reopening Advisory Board is taking comments from industry groups, businesses, and other organizations to offer insight and feedback. Offer your comments here: <https://www.mass.gov/forms/submit-comments-to-the-reopening-advisory-board>
- More info on Reopening Advisory Board here: <https://www.mass.gov/news/baker-polito-administration-extends-non-essential-business-closures-to-may-18th-announces>
- Beginning tomorrow, face masks/coverings are required in public places. Order is here: <https://www.mass.gov/doc/may-1-2020-masks-and-face-coverings/download>
- Huge numbers of inquiries about unemployment.

Oliver Sherif (they/them), **CWC Teen Crisis Intervention Specialist**:

- Open for clients and getting the word out about available services.
- Anyone age 12-19 in need of services around rape crisis, stalking, please contact Oliver.

Chris Felton, **UMass Civic Engagement and Service-Learning**.

- Thank you for Look4Help and COSA newsletter.
- Moving into deep planning phase for the fall.
- Some engagement is moving to virtual.
- Looking to connect with community partners through the web.
- Challenges to keep volunteers engaged and connected during this time.

Trevor Dayton, **Northampton Recovery Center**:

- Providing as much service as possible using remote/virtual means and looking forward to planning services for reopening.
- Looking for guidance from state/organizations about the nature of requirements moving forward. What will this mean for space usage, staffing, etc.?
- Optimistic that there are ways to provide services to those in need while accommodating new requirements.
- Community Outreach Coordinator, tdayton@wmtcinfo.org 413.237.4269

Lindsay Bennett-Jacobs, **RSVP of the Pioneer Valley and COSA**:

- Like other agencies, also focusing on how to keep volunteers connected.
- May be major delays before seniors can return to some sites, e.g. hospitals.
- What are other volunteering needs that can be met while working from home?
- Are there ways to engage people in supportive roles while keeping social distance?
- Some organizations have younger volunteers now. That may not be sustainable as people return to offices and flexibility of work from home ends.
- If you have ideas on ways to connect with volunteers, please let her know.
 - LBennettJacobs@communityaction.us

Steve Connor, **Veterans Services:**

- Operating a meal delivery service for veterans throughout the Pioneer Valley.
- Still taking applications for benefits and that has gone virtual - more complex but achievable.
- Please reach out if services are covered by any neighboring VSOs. Cooperative effort among the local VSOs to ensure veterans are receiving services.

Kim Savery, **Hilltown Community Health Centers:**

- We are seeing volume in needs for concrete items, health access, DV services and Community Health Workers.
- We are looking at developing variations of workflows on how to look at return to normalized operations.
- 413-685-3500 or ksavery@hchcweb.org

Jessie Cooley, **Big Brothers Big Sisters:**

- Grateful for resources from Look4Help, COSA, and FCRN.
- Doing a lot of work with families to get them resources they need during social distancing: distance learning, transporting food, family activities, and engagement support.
- Working on budgeting for coming year. Concerned about lack of solid information to base new budgeting on. Fundraising events are up in the air. State budget issues are unknowns as well.
- What will the colleges be doing for 2020-2021? Many mentors are college students. Trying to find e-mentoring options that are productive for bigs and littles.

Rolando Garro, **Community Resources at Community Action:**

- Main line is open for support: SNAP, housing assistance, utilities assistance are in demand.
- Doing everything over the phone.
- Taking applications so please call if clients need anything.
- More documentation has been required to support virtual applications and the program has adjusted to accommodate this.
- Helping people with SNAP, Health Insurance, Housing assistance, and utilities. Franklin, Hampshire, North Quabbin, Ware/Belchertown. 413-475-1570 / 413-582-4237

Jeff Harness, **Cooley Dickinson Health Care:**

- Steady pace of people with COVID at hospital – a few in ICU and a few on ventilators.
- Cases are not spiking although it is difficult to predict community spread.
- Social distancing seems to be working.
- Curve is flattening in western Mass. This is the only part of the state with excess capacity in ICU.
- Need to continue social distancing and hygiene to prevent a second wave of infections.
- Nationwide, we know anecdotally that people are scared to seek medical care right now.
 - Alert clients that if they are having major health emergencies, they should call 911.
 - Help educate people that treatment is performed for major non-COVID health issues with additional safety precautions in place.
 - Avoiding or delaying care during possible heart attacks and strokes can have tragic consequences.
- Planning for the longer term, many more people are on unemployment and many people will probably be enrolling in MassHealth. That will have consequences for many budgets/programs.
 - Medicare and MassHealth pay about 72 cents for every dollar of actual cost for providing care. So a long-term increase in MassHealth clients will have effects for all state hospital systems.

- Estimating that it will take 1-3 years to return to fiscal health in hospital industry.
- Telehealth is a great tool and helps with access. When it is beneficial, there is great hope that it will stay.
- Response to chatbox question: regarding the pivot to the future and who is paying for costs around COVID care? State has to balance budget.
 - Through CARES act, there is some money coming in for medical care. Second CARES act does not fund CDHC because they did not have more than 100 cases by the cutoff date.
 - Partners Health care is covering the costs of hospitals in the system. This is being accomplished partly by cutting capital costs of the whole network. Very concerning trend for smaller regional hospitals, where hospitals can be anchor institutions in rural areas. So this is a change to be aware of and watch if it is becoming an active issue in communities.
- Local legislative delegation has been great, holding weekly calls with hospital CEOs and major delegations.
- Can we use this opportunity to do things differently and restructure hospital systems?
- Disproportionate effect on people of color due in part to long term social determinants of health.
 - Important to retain that awareness and work towards resolutions as we move beyond the acute pandemic stage.
 - Discussion on how we engage with health care versus medical treatments?
 - UWHC brings in experts each year to assess community needs. Looking each year at social determinants of health. UWHC reaches out to a series of experts and those reports offer a framework for having a larger impact on the overall health of the community.
 - How does Franklin County engage differently from the COSA group? What are ways that outreach is challenged as organizations work towards addressing disparities especially for people of color?
 - Collaborative has a grant with City of Northampton to work with residents of Hampshire Heights and created community gardens among other projects. Grow Food Northampton will take food to seven low income areas in Northampton. Lots of community engagement and input into planning process from community members.

Guadalupe Arevalo, **Children's Advocacy Center** for Hampshire County:

- Offering services to survivors of family abuse.
 - Available to support all families that may need help.
- Doing emergency forensic interviews via remote methods.
- Encourage organizations to report child abuse that workers may be learning about.
 - May include abuse, neglect, exploitation.
 - 413-452-3200 Hotline.
- Go to website to learn what constitutes reportable cases.
 - <https://www.mass.gov/how-to/report-child-abuse-or-neglect>
- To report suspected or known child abuse, neglect or exploitation call the 24-hr DCF Child Protection Hotline at 1 800-792-5200. You can also find a directory of the DCF Area Offices at www.mass.gov/DCF . If you have any questions or clients that you are working with that would benefit from our services (child abuse survivors and their non-offending family members) please direct them to our website <https://cachampshire.org/> or our office number at 413.570.5989.

Geoff asks:

Specific needs or issues that may benefit from networking on this call?

With **new order for face coverings**, what is being done to distribute masks?

- In Franklin County, some distribution is done with food pickup.
- What is happening in Northampton/Amherst? Cooley is accepting masks, laundering, packaging and giving back to Health Departments for distribution.
 - In Northampton, people can use form on city website to request a mask.
- With new public mask requirement, there is encouragement to make masks. State department of health is focused on local organizations and local government to give support on this.
- What are the requirements for wearing masks? There is potential \$300 fine but there are still questions about exact circumstances to wear them.
 - Enforcement may also vary by city/town.
- Challenging for small towns to keep up with regulations and enforcement.
- MA is only state that relies on every municipality to have its own local board of health.
 - MA also doesn't have county government support to assist with local efforts.

MassBudget looks at how COVID-19 is affecting the state budget:

https://www.massbudget.org/reports/pdf/COVID19_BudgetFAQ_5.1_FINAL.pdf